



information  
and privacy  
commission  
new south wales

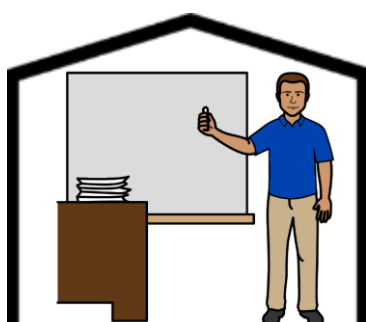


**You think the wrong people  
see your information**



There are places that work with you.

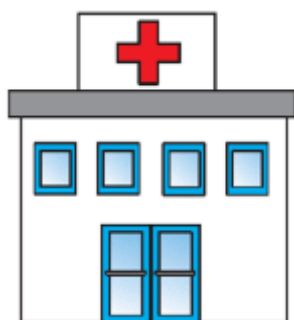
They are part of the NSW Government.



Like

- your child's school
- Sydney Water. They may send you water bills
- Service NSW. You have a car.

They send you car rego papers.



It may be a health place. Like a

- health centre
- hospital.



You get help there. Like see a doctor.

You do **not** pay.

We call it a public health service.



You tell these places about you.

They write it down. They keep it.



They must keep it safe.

They must **not** let other people see it.

They have rules. These rules are the law.



## Staff may make a problem



It may be staff lose their laptop.

Information about you is on the laptop.



A different person may find the laptop.

They are **not** staff.

This person may read about you.



This is **not** OK.



It may be a big problem.

Like a person wants to hurt you.

They find out where you live.

You do **not** feel safe.



Staff know the wrong people may read about you.

You may **not** be safe.

They must tell you. It is the law.



**You think there is a problem**



Like staff write about you on their laptop.

They do **not** use a pass word.



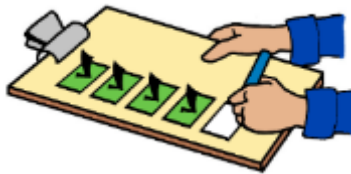
It is at a NSW Government place.

Like Service NSW.



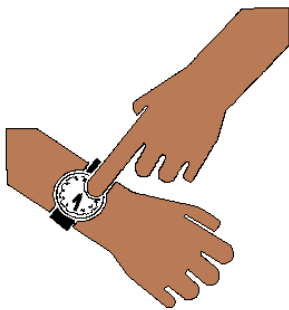
You need to do a form.

You tell them about the problem.



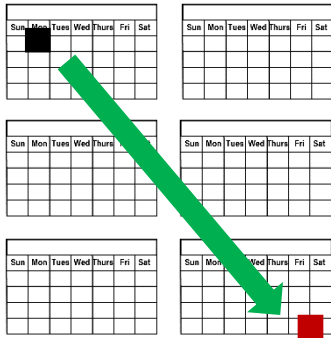
They will check the problem.

We call it an internal review.



You need to ask now. Do **not** wait.

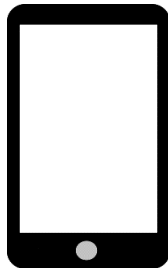
**But**



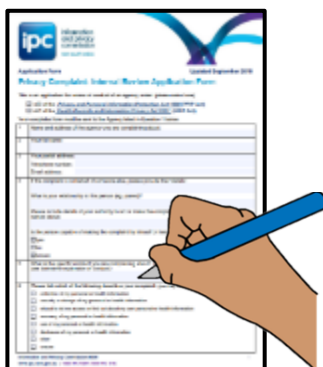
You do have 6 months to ask.

Like you find a problem on 1 January.

The last day you can ask is 30 June.



Call us on 1800 472 679.

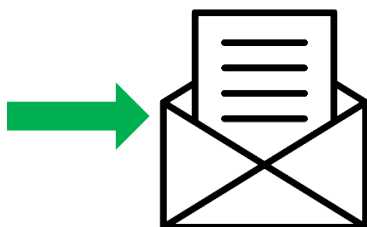


Ask us for the Privacy Complaint  
Internal Review Application Form.



You may need help to do our form.

It is **not** in Easy English.

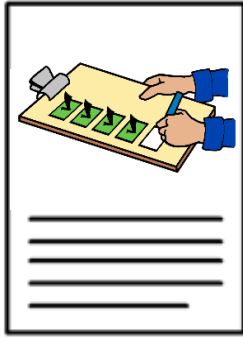


Send this form to the place.

Like you saw the problem at Service NSW.

You send this form to them.





They finish their check. They send you a letter.

They tell you what they find.

It tells you what they will do.



Like they may

- say sorry to you
- change what they do.

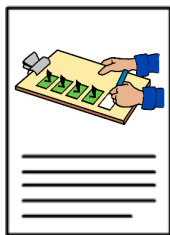
Or



They may say there is **no** problem.



**You are still not happy**



You do **not** agree with the letter.

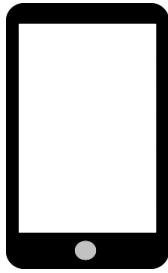


You can talk to NCAT. Their long name is the  
NSW Civil and Administrative Tribunal.



They know the law. They

- check your problem
- say how to fix the problem.



Call NCAT. 1300 006 228.

| Sun | Mon | Tues | Wed | Thurs | Fri | Sat |
|-----|-----|------|-----|-------|-----|-----|

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You have 28 days to talk to them.

It is the same as 4 weeks.

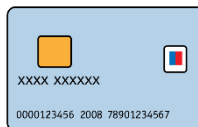


You see a problem at  
a different place



It is at other places you go. Like a shop.

It is **not** a NSW Government place.



Like they have your credit card number.

Other people saw it.



You think staff do **not** keep it safe.



This is a problem. You can complain.

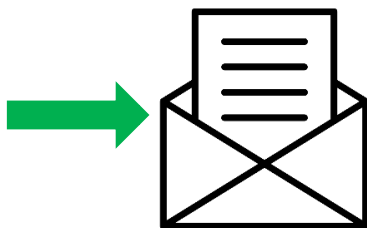
You write to the

Office of the Australian Privacy Commissioner.



They know the law. They

- check your problem
- say how to fix the problem.



Send a letter to the

Office of the Australian Privacy Commissioner

GPO Box 5288

Sydney NSW 2001.



**You want to know more**



information and  
privacy commission  
new south wales

We are the

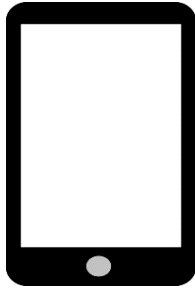
NSW Information and Privacy Commission.

We help keep your information safe.



We can help you

- know your rights
- know what the law means.



Call

1800 472 679.



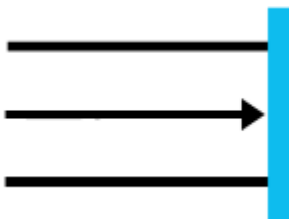
Email

[ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)



Website

[www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)



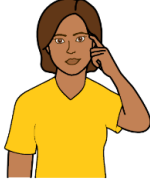
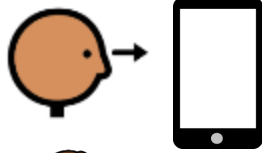
This is the end of the fact sheet.

## Images



We can use the images from

- CHANGE [changepeople.org](http://changepeople.org)
- Inspired Services
- Picto Selector
- The Noun Project
- Tobii Dynavox.



We can use the logos in this fact sheet.



This fact sheet is based on [A guide to privacy laws in NSW](#). NSW Information and Privacy Commission. June 2024.



Access Easy English wrote the Easy English.  
February 2025.